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**UNITED STATES DISTRICT COURT
CENTRAL DISTRICT OF CALIFORNIA**

KORTTNEY ELLIOTT,
Plaintiff,
vs.

HUGO LAUREANO D/B/A THE FINE
HANDS ON UPHOLSTERY; VICKY
LAM, AS TRUSTEE OF THE VICKY
LAM AND TUNG LE TRAN
REVOCABLE LIVING TRUST; RHINA
LUZ JAUREGUI; and DOES 1 to 10,
Defendants.

Case No.:

COMPLAINT FOR INJUNCTIVE
RELIEF AND DAMAGES FOR DENIAL
OF CIVIL RIGHTS OF A DISABLED
PERSON IN VIOLATIONS OF

1. AMERICANS WITH DISABILITIES
ACT, 42 U.S.C. §12131 et seq.;
2. CALIFORNIA'S UNRUH CIVIL
RIGHTS ACT;
3. CALIFORNIA'S DISABLED
PERSONS ACT;
4. CALIFORNIA HEALTH & SAFETY
CODE;
5. NEGLIGENCE

Plaintiff KORTTNEY ELLIOTT ("Plaintiff") complains of Defendants HUGO
LAUREANO D/B/A THE FINE HANDS ON UPHOLSTERY; VICKY LAM, AS
TRUSTEE OF THE VICKY LAM AND TUNG LE TRAN REVOCABLE LIVING

1 TRUST; RHINA LUZ JAUREGUI; and DOES 1 to 10 (“Defendants”) and alleges as
2 follows:

3 **PARTIES**

4 1. Plaintiff is a California resident with a physical disability. Plaintiff suffers
5 from hemiplegia and is substantially limited in her ability to walk. Plaintiff requires the
6 use of a wheelchair at all times when traveling in public.

7 2. Defendants are, or were at the time of the incident, the real property owners,
8 business operators, lessors and/or lessees of the real property for an upholstery shop
9 (“Business”) located at or about 6224 Easten Ave., Bell Gardens, California.

10 3. The true names and capacities, whether individual, corporate, associate or
11 otherwise of Defendant DOES 1 through 10, and each of them, are unknown to Plaintiff,
12 who therefore sues said Defendants by such fictitious names. Plaintiff will ask leave of
13 Court to amend this Complaint when the true names and capacities have been
14 ascertained. Plaintiff is informed and believes, and, based thereon, alleges that each such
15 fictitiously named Defendants are responsible in some manner, and therefore, liable to
16 Plaintiff for the acts herein alleged.

17 4. Plaintiff is informed and believes, and thereon alleges that, at all relevant
18 times, each of the Defendants was the agent, employee, or alter-ego of each of the other
19 Defendants, and/or was acting in concert with each of the other Defendants, and in doing
20 the things alleged herein was acting with the knowledge and consent of the other
21 Defendants and within the course and scope of such agency or employment relationship.

22 5. Whenever and wherever reference is made in this Complaint to any act or
23 failure to act by a defendant or Defendants, such allegations and references shall also be
24 deemed to mean the acts and failures to act of each Defendant acting individually, jointly
25 and severally.

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JURISDICTION AND VENUE

6. The Court has jurisdiction of this action pursuant to 28 USC §§ 1331 and 1343 for violation of the Americans with Disabilities Act of 1990, (42 USC §12101, *et seq.*).

7. Pursuant to pendant jurisdiction, attendant and related causes of action, arising from the same nucleus of operating facts, are also brought under California law, including, but not limited to, violations of California Civil Code §§51, 51.5, 52(a), 52.1, 54, 54., 54.3 and 55.

8. Plaintiff's claims are authorized by 28 USC §§ 2201 and 2202.

9. Venue is proper in this court pursuant to 28 USC §1391(b). The real property which is the subject of this action is located in this district, Los Angeles County, California, and that all actions complained of herein take place in this district.

FACTUAL ALLEGATIONS

10. In or about September of 2024, Plaintiff went to the Business.

11. The Business is an upholstery shop business establishment, open to the public, and is a place of public accommodation that affects commerce through its operation. Defendants provide parking spaces for customers.

12. While attempting to enter the Business during each visit, Plaintiff personally encountered a number of barriers that interfered with her ability to use and enjoy the goods, services, privileges, and accommodations offered at the Business.

13. To the extent of Plaintiff's personal knowledge, the barriers at the Business included, but were not limited to, the following:

- a. Defendants failed to comply with the federal and state standards for the parking space designated for persons with disabilities. Defendants failed to provide any parking space designated for persons with disabilities.
- b. Defendants failed to comply with the federal and state standards for the parking space designated for persons with disabilities. Defendants

1 failed to provide the parking space identification sign with the
2 International Symbol of Accessibility.

3 c. Defendants failed to comply with the federal and state standards for
4 the parking space designated for persons with disabilities. Defendants
5 failed to post required signage such as “Van Accessible,” “Minimum
6 Fine \$250” and “Unauthorized Parking.”

7 d. Defendants failed to comply with the federal and state standards for
8 the parking space designated for persons with disabilities. Defendants
9 failed to provide proper van accessible space designated for the
10 persons with disabilities.

11 e. Defendants failed to comply with the federal and state standards for
12 the parking space designated for persons with disabilities. Defendants
13 failed to paint the ground as required.

14 f. Defendants failed to comply with the federal and state standards for
15 the parking space designated for persons with disabilities. Defendants
16 failed to mark the space with the International Symbol of
17 Accessibility.

18 g. Defendants failed to maintain accessibility for persons with
19 disabilities to comply with the federal and state standards. Defendants
20 failed to provide an accessible entrance as the entrance of the
21 Business had a threshold that exceeded the maximum height allowed
22 by the Standards.

23 14. These barriers and conditions denied Plaintiff full and equal access to the
24 Business and caused Plaintiff difficulty and frustration. Plaintiff wishes to return and
25 patronize the Business; however, Plaintiff is deterred from visiting the Business because
26 her knowledge of these violations prevents her from returning until the barriers are
27 removed.

1 such goods, services, facilities, privileges, advantages, or
2 accommodations. 42 U.S.C. § 12182(b)(2)(A)(ii).

3 b. A failure to take such steps as may be necessary to ensure that no
4 individual with a disability is excluded, denied services, segregated or
5 otherwise treated differently than other individuals because of the
6 absence of auxiliary aids and services, unless the entity can
7 demonstrate that taking such steps would fundamentally alter the
8 nature of the good, service, facility, privilege, advantage, or
9 accommodation being offered or would result in an undue burden. 42
10 U.S.C. § 12182(b)(2)(A)(iii).

11 c. A failure to remove architectural barriers, and communication barriers
12 that are structural in nature, in existing facilities, and transportation
13 barriers in existing vehicles and rail passenger cars used by an
14 establishment for transporting individuals (not including barriers that
15 can only be removed through the retrofitting of vehicles or rail
16 passenger cars by the installation of a hydraulic or other lift), where
17 such removal is readily achievable. 42 U.S.C. § 12182(b)(2)(A)(iv).

18 d. A failure to make alterations in such a manner that, to the maximum
19 extent feasible, the altered portions of the facility are readily
20 accessible to and usable by individuals with disabilities, including
21 individuals who use wheelchairs or to ensure that, to the maximum
22 extent feasible, the path of travel to the altered area and the
23 bathrooms, telephones, and drinking fountains serving the altered
24 area, are readily accessible to and usable by individuals with
25 disabilities where such alterations to the path or travel or the
26 bathrooms, telephones, and drinking fountains serving the altered area
27 are not disproportionate to the overall alterations in terms of cost and
28 scope. 42 U.S.C. § 12183(a)(2).

21. Where parking spaces are provided, accessible parking spaces shall be provided. 1991 ADA Standards § 4.1.2(5); 2010 ADA Standards § 208. One in every eight accessible spaces, but not less than one, shall be served by an access aisle 96 in (2440 mm) wide minimum and shall be designated “van accessible.” 1991 ADA Standards § 4.1.2(5)(b). For every six or fraction of six parking spaces, at least one shall be a van accessible parking space. 2010 ADA Standards § 208.2.4.

22. Under the ADA, the method and color of marking are to be addressed by State or local laws or regulations. See 36 C.F.R., Part 1191. Under the California Building Code (“CBC”), the parking space identification signs shall include the International Symbol of Accessibility. Parking identification signs shall be reflectorized with a minimum area of 70 square inches. Additional language or an additional sign below the International Symbol of Accessibility shall state “Minimum Fine \$250.” A parking space identification sign shall be permanently posted immediately adjacent and visible from each parking space, shall be located with its centerline a maximum of 12 inches from the centerline of the parking space and may be posted on a wall at the interior end of the parking space. See CBC § 11B-502.6, et seq.

23. Moreover, an additional sign shall be posted either in a conspicuous place at each entrance to an off-street parking facility or immediately adjacent to on-site accessible parking and visible from each parking space. The additional sign shall not be less than 17 inches wide by 22 inches high. The additional sign shall clearly state in letters with a minimum height of 1 inch the following: “Unauthorized vehicles parked in designated accessible spaces not displaying distinguishing placards or special license plates issued for persons with disabilities will be towed away at the owner’s expense...” See CBC § 11B-502.8, et seq.

24. Here, Defendants failed to provide any parking space designated for persons with disabilities. Defendants also failed to provide the parking space identification sign with the International Symbol of Accessibility. In addition, Defendants failed to provide the signs stating, “Minimum Fine \$250” and “Van Accessible.” Moreover, Defendants

1 failed to provide the additional sign with the specific language stating “Unauthorized
2 vehicles parked in designated accessible spaces not displaying distinguishing placards or
3 special license plates issued for persons with disabilities will be towed away at the
4 owner’s expense...”

5 25. For the parking spaces, access aisles shall be marked with a blue painted
6 borderline around their perimeter. The area within the blue borderlines shall be marked
7 with hatched lines a maximum of 36 inches (914 mm) on center in a color contrasting
8 with that of the aisle surface, preferably blue or white. The words "NO PARKING" shall
9 be painted on the surface within each access aisle in white letters a minimum of 12 inches
10 (305 mm) in height and located to be visible from the adjacent vehicular way. CBC §
11 11B-502.3.3.

12 26. Here, Defendants failed to provide a proper access aisle as there were no
13 “NO PARKING” marking and blue hatched lines painted on the parking surface.
14 Moreover, Defendants failed to provide the access aisle with the minimum width of 96
15 inches.

16 27. The surface of each accessible car and van space shall have surface
17 identification complying with either of the following options: The outline of a profile
18 view of a wheelchair with occupant in white on a blue background a minimum 36” wide
19 by 36” high (914 mm x 914 mm). The centerline of the profile view shall be a maximum
20 of 6 inches (152 mm) from the centerline of the parking space, its sides parallel to the
21 length of the parking space and its lower side or corner aligned with the end of the
22 parking space length or by outlining or painting the parking space in blue and outlining
23 on the ground in white or a suitable contrasting color a profile view of a wheel chair with
24 occupant. See CBC § 11B-502.6.4, et seq.

25 28. Here, Defendants failed to paint the International Symbol of Accessibility on
26 the surface as required.

27 29. Thresholds, if provided at doorways, shall be ½ inch (13 mm) high
28 maximum. Raised thresholds and changes in level at doorways shall comply with 302

1 and 303. Existing or altered thresholds $\frac{3}{4}$ inch (19 mm) high maximum that have a
2 beveled edge on each side with a slope not steeper than 1:2 shall not be required to
3 comply with 404.2.5. 2010 ADA Standards § 404.2.5.

4 30. Here, the entrance of the Business had a threshold that exceeded the
5 maximum height allowed by the Standards.

6 31. A public accommodation shall maintain in operable working condition those
7 features of facilities and equipment that are required to be readily accessible to and usable
8 by persons with disabilities by the Act or this part. 28 C.F.R. 35.211(a).

9 32. By failing to maintain the facility to be readily accessible and usable by
10 Plaintiff, Defendants are in violation of Plaintiff's rights under the ADA and its related
11 regulations.

12 33. The Business has denied and continues to deny full and equal access to
13 Plaintiff and to other people with disabilities. Plaintiff has been and will continue to be
14 discriminated against due to the lack of accessible facilities, and therefore, seeks
15 injunctive relief to alter facilities to make such facilities readily accessible to and usable
16 by individuals with disabilities.

17 **SECOND CAUSE OF ACTION**

18 **VIOLATION OF THE UNRUH CIVIL RIGHTS ACT**

19 34. Plaintiff incorporates by reference each of the allegations in all prior
20 paragraphs in this complaint.

21 35. California Civil Code § 51 states, "All persons within the jurisdiction of this
22 state are free and equal, and no matter what their sex, race, color, religion, ancestry,
23 national origin, disability, medical condition, genetic information, marital status, sexual
24 orientation, citizenship, primary language, or immigration status are entitled to the full
25 and equal accommodations, advantages, facilities, privileges, or services in all business
26 establishments of every kind whatsoever."

27 36. California Civil Code § 52 states, "Whoever denies, aids or incites a denial,
28 or make any discrimination or distinction contrary to Section 51, 515, or 51.6, is liable

1 for each and every offense for the actual damages, and any amount that may be
2 determined by a jury, or a court sitting without a jury, up to a maximum of three times the
3 amount of actual damage but in no case less than four thousand dollars (\$4,000) and any
4 attorney's fees that may be determined by the court in addition thereto, suffered by any
5 person denied the rights provided in Section 51, 51.5, or 51.6.

6 37. California Civil Code § 51(f) specifies, "a violation of the right of any
7 individual under federal Americans with Disabilities Act of 1990 (Public Law 101-336)
8 shall also constitute a violation of this section."

9 38. The actions and omissions of Defendants alleged herein constitute a denial
10 of full and equal accommodation, advantages, facilities, privileges, or services by
11 physically disabled persons within the meaning of California Civil Code §§ 51 and 52.
12 Defendants have discriminated against Plaintiff in violation of California Civil Code §§
13 51 and 52.

14 39. The violations of the Unruh Civil Rights Act caused Plaintiff to experience
15 difficulty, discomfort, or embarrassment. The Defendants are also liable for statutory
16 damages as specified in California Civil Code §55.56(a)-(c).

17 **THIRD CAUSE OF ACTION**

18 **VIOLATION OF CALIFORNIA DISABLED PERSONS ACT**

19 40. Plaintiff incorporates by reference each of the allegations in all prior
20 paragraphs in this complaint.

21 41. California Civil Code § 54.1(a) states, "Individuals with disabilities shall be
22 entitled to full and equal access, as other members of the general public, to
23 accommodations, advantages, facilities, medical facilities, including hospitals, clinics,
24 and physicians' offices, and privileges of all common carriers, airplanes, motor vehicles,
25 railroad trains, motorbuses, streetcars, boats, or any other public conveyances or modes
26 of transportation (whether private, public, franchised, licensed, contracted, or otherwise
27 provided), telephone facilities, adoption agencies, private schools, hotels, loading places,
28 places of public accommodations, amusement, or resort, and other places in which the

1 general public is invited, subject only to the conditions and limitations established by
2 law, or state or federal regulation, and applicable alike to all persons.

3 42. California Civil Code § 54.3(a) states, “Any person or persons, firm or
4 corporation who denies or interferes with admittance to or enjoyment of public facilities
5 as specified in Sections 54 and 54.1 or otherwise interferes with the rights of an
6 individual with a disability under Sections 54, 54.1 and 54.2 is liable for each offense for
7 the actual damages, and any amount as may be determined by a jury, or a court sitting
8 without a jury, up to a maximum of three times the amount of actual damages but in no
9 case less than one thousand dollars (\$1,000) and any attorney’s fees that may be
10 determined by the court in addition thereto, suffered by any person denied the rights
11 provided in Section 54, 54.1, and 54.2.

12 43. California Civil Code § 54(d) specifies, “a violation of the right of an
13 individual under Americans with Disabilities Act of 1990 (Public Law 101-336) also
14 constitute a violation of this section, and nothing in this section shall be construed to limit
15 the access of any person in violation of that act.

16 44. The actions and omissions of Defendants alleged herein constitute a denial
17 of full and equal accommodation, advantages, and facilities by physically disabled
18 persons within the meaning of California Civil Code § 54. Defendants have
19 discriminated against Plaintiff in violation of California Civil Code § 54.

20 45. The violations of the California Disabled Persons Act caused Plaintiff to
21 experience difficulty, discomfort, and embarrassment. The Defendants are also liable for
22 statutory damages as specified in California Civil Code §55.56(a)-(c).

23 **FOURTH CAUSE OF ACTION**

24 **CALIFORNIA HEALTH & SAFETY CODE § 19955, et seq.**

25 46. Plaintiff incorporates by reference each of the allegations in all prior
26 paragraphs in this complaint.

27 47. Plaintiff and other similar physically disabled persons who require the use of
28 a wheelchair are unable to use public facilities on a “full and equal” basis unless each

1 such facility is in compliance with the provisions of California Health & Safety Code §
2 19955 et seq. Plaintiff is a member of the public whose rights are protected by the
3 provisions of California Health & Safety Code § 19955 et seq.

4 48. The purpose of California Health & Safety Code § 1995 et seq. is to ensure
5 that public accommodations or facilities constructed in this state with private funds
6 adhere to the provisions of Chapter 7 (commencing with Section 4450) of Division 5 of
7 Title 1 of the Government Code. The code relating to such public accommodations also
8 requires that “when sanitary facilities are made available for the public, clients, or
9 employees in these stations, centers, or buildings, they shall be made available for
10 persons with disabilities.

11 49. Title II of the ADA holds as a “general rule” that no individual shall be
12 discriminated against on the basis of disability in the full and equal enjoyment of goods
13 (or use), services, facilities, privileges, and accommodations offered by any person who
14 owns, operates, or leases a place of public accommodation. 42 U.S.C. § 12182(a).
15 Further, each and every violation of the ADA also constitutes a separate and distinct
16 violation of California Civil Code §§ 54(c) and 54.1(d), thus independently justifying an
17 award of damages and injunctive relief pursuant to California law, including but not
18 limited to Civil Code § 54.3 and Business and Professions Code § 17200, et seq.

19 **FIFTH CAUSE OF ACTION**

20 **NEGLIGENCE**

21 50. Plaintiff incorporates by reference each of the allegations in all prior
22 paragraphs in this complaint.

23 51. Defendants have a general duty and a duty under the ADA, Unruh Civil
24 Rights Act and California Disabled Persons Act to provide safe and accessible facilities
25 to the Plaintiff.

26 52. Defendants breached their duty of care by violating the provisions of ADA,
27 Unruh Civil Rights Act and California Disabled Persons Act.
28

53. As a direct and proximate result of Defendants' negligent conduct, Plaintiff has suffered damages.

PRAYER FOR RELIEF

WHEREFORE, Plaintiff respectfully prays for relief and judgment against Defendants as follows:

1. For preliminary and permanent injunction directing Defendants to comply with the Americans with Disability Act and the Unruh Civil Rights Act;
2. Award of all appropriate damages, including but not limited to statutory damages, general damages and treble damages in amounts, according to proof;
3. Award of all reasonable restitution for Defendants' unfair competition practices;
4. Reasonable attorney's fees, litigation expenses, and costs of suit in this action;
5. Prejudgment interest pursuant to California Civil Code § 3291; and
6. Such other and further relief as the Court deems just and proper.

DEMAND FOR TRIAL BY JURY

Pursuant to Rule 38(b) of the Federal Rules of Civil Procedure, Plaintiff hereby demands a trial by jury on all issues so triable.

Dated: December 9, 2024

SO. CAL. EQUAL ACCESS GROUP

By: /s/ Jason J. Kim
Jason J. Kim, Esq.
Attorneys for Plaintiff